

**U.S. Department of Housing and Urban Development**

1280 Maryland Avenue, SW  
Suite 800  
Washington, D.C. 20024-2135  
Tuesday, June 29, 2004



OFFICE OF PUBLIC AND INDIAN HOUSING  
REAL ESTATE ASSESSMENT CENTER

Dear Executive Director:

As you are aware, the fiscal year 2004 Customer Service and Satisfaction Survey sponsored by the Office of Public Housing (PIH), Real Estate Assessment Center (REAC) within the U.S. Department of Housing and Urban Development (HUD) is currently underway. Your Public Housing Agency (PHA) should be in the process of updating its unit address information in the Public and Indian Housing Information Center (PIC), and certifying any language specifications and PIC unit address information in the Resident Assessment Sub-System (RASS) online system. The deadline to **update and certify unit address** and language information is **August 2, 2004.**

If you require additional information on how to update your unit address information, please refer to the RASS notification letter, which contains instructions. This notification was e-mailed to your PHA on July 2, 2004. You can also access this notification letter online at: [http://www.hud.gov/offices/reac/library/lib\\_css.cfm](http://www.hud.gov/offices/reac/library/lib_css.cfm). If you require assistance on PIC address updating procedures, please contact your PIC coach who is located at your local HUD Public Housing Field Office. If you require assistance in certifying your unit address and language information in RASS, please contact the PIH-REAC Technical Assistance Center (TAC) at 1-888-245-4860. This is a toll free number.

As a crucial step in the survey administration process, PHAs are required to market the survey to residents to help ensure the highest possible response rates. The enclosed *Media Packet* contains detailed instructions on how to implement or market the survey and make residents aware of the opportunity to participate. Once PHAs have conducted the activities described in the *Media Packet*, they must go to RASS to complete the implementation form and certify that the required marketing activities were performed.

The window to certify your Implementation Plan activities will remain open for approximately 30-days in order to allow for your PHAs to complete this very important step. The deadline for **certifying Implementation Plan** activities is **August 27, 2004.**

Please remember that you must certify your Implementation Plan activities to obtain the two Public Housing Assessment System (PHAS) points available under the Implementation Plan sub-indicator.

Enclosures:

1. **Business Calendar:** Revised business calendar containing all RASS deadlines for PHAs with FYE 9/30/04. (Note: Please refer regularly to the online business calendar, as any updates to this business calendar will be reflected there.)
2. **Timeline:** Quick reference timeline containing key dates for PHAs with FYE 9/30/04.
3. **Media Packet Guidelines:** Instructions outlining required marketing activities designed to make residents aware of the opportunity to participate in the Customer Service and Satisfaction Survey.
4. **Posters:** Posters announcing the Customer Service and Satisfaction Survey. Posters are to be displayed in areas of a PHA's development that are the most visible to residents. Please note that we have enclosed additional posters so that you can more effectively market the survey to your residents.
5. **Meeting Notice:** Flyer that you can copy and distribute to your residents.

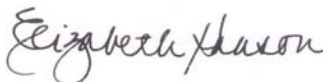
Please note that all of the enclosed materials are also available to you online at <http://www.hud.gov/offices/reac/produces/prodrass.cfm>. Additionally, you can download meeting announcement flyers to distribute to your residents.

Though not a survey requirement, you are also encouraged to download the survey from the RASS website at <http://www.hud.gov/offices/reac/pdf/reasveng.pdf> and complete it as if you were a resident. Once completed, the survey should be kept for your records. This step provides you with the opportunity to compare your perceptions to that of your residents once survey results are returned. This exercise will assist you in interpreting survey results and in developing a Follow-up Plan, where required.

If you have any immediate questions or concerns, please call the **PIH-REAC Technical Assistance Center at (888) 245-4860** toll free, between the hours of 7:30 AM and 8:30 PM EST.

Thank you in advance for your continued participation in this process.

Sincerely,



Elizabeth A. Hanson  
Director